



STAFF SERVICES MANAGER I

PROMOTIONAL EXAMINATION

CALIFORNIA STATE GOVERNMENT - AN EQUAL OPPORTUNITY EMPLOYER TO ALL REGARDLESS OF RACE, COLOR, CREED, NATIONAL ORIGIN, ANCESTRY, SEX, MARITAL STATUS, DISABILITY, RELIGIOUS OR POLITICAL AFFILIATION, AGE, OR SEXUAL ORIENTATION.

IT IS AN OBJECTIVE OF THE STATE OF CALIFORNIA TO ACHIEVE A DRUG-FREE STATE WORK PLACE. ANY APPLICANT FOR STATE EMPLOYMENT WILL BE EXPECTED TO BEHAVE IN ACCORDANCE WITH THIS OBJECTIVE BECAUSE THE USE OF ILLEGAL DRUGS IS INCONSISTENT WITH THE LAW OF THE STATE, THE RULES GOVERNING CIVIL SERVICE AND THE SPECIAL TRUST PLACED IN PUBLIC SERVANTS.

**DEPARTMENTAL
PROMOTIONAL FOR**

EMPLOYMENT TRAINING PANEL (ETP) ONLY

POSITIONS EXIST

Positions exist in Sacramento.

**POSITION
DESCRIPTION**

The Staff Services Manager I (SSM I) is typically a first-line supervisor in a field office or headquarters setting. In ETP, an SSM I supervises staff performing analytical work in program operations and in administrative settings. Examples of settings include Development Units, Monitoring Units, Administrative Unit, Contract Review Unit, and Fiscal, Certification and Enrollment Unit. In both settings, an SSM I will work collaboratively with internal staff and external entities; act as consultant to management; contribute to and implement the ETP Strategic Plan; and lead and coach staff to meet program and customer needs.

SALARY RANGE

\$4746 - \$5726 per month

FINAL FILING DATE

August 18, 2006

**FILING
INSTRUCTIONS**

All Examination Applications (STD 678) sent by mail, must be **POSTMARKED** no later than the final filing date in order to be considered for the examination. Applications not sent through the U.S. Postal Service (i.e., hand carried to the Human Resource Services Division) must be **RECEIVED BY 5:00 P.M. ON THE FINAL FILING DATE**. Use of departmental metered mail, interoffice mail (e.g., red or gold bag), and faxed applications are prohibited. Submit applications directly to:

MAILING ADDRESS:

Employment Development Department
Human Resource Services Div, MIC 54
Attention: SSM I Exam
P.O. Box 826880
Sacramento, CA 94280-0001

FILE IN PERSON ADDRESS:

Employment Development Department
Human Resource Services Division
Attention: SSM I Exam
751 N Street, 6th Floor Solar Building
Sacramento, CA 95814

Note: To gain access to the 6th Floor Solar Building, you must enter at 722 Capitol Mall and sign in at the security desk.

DO NOT SUBMIT APPLICATIONS TO THE STATE PERSONNEL BOARD

Note: All applications must include "from" and "to" dates (month/day/year), time base, civil service class titles, and range. Applications received without this information may be rejected because of incomplete information.

SEE PAGE 2 FOR ADDITIONAL INFORMATION

REASONABLE ACCOMMODATIONS

If you need an accessible test location, an interpreter, or other special testing arrangements because of a disabling condition or your religious beliefs, please complete question 2 and/or 3 on page 1 of the Examination Application (STD 678). You will be contacted and necessary arrangements will be made.

COMPETITION LIMITED TO ETP STATE EMPLOYEES

Applicants must have a permanent civil service appointment with the Employment Training Panel in order to take this examination.

ELIGIBLE LIST INFORMATION

A departmental promotional eligible list will be established for the Employment Training Panel. Eligibility expires 12 months after it is established unless the needs of the services and conditions of list warrant a change in this period.

REQUIREMENTS FOR ADMITTANCE TO THE EXAMINATION

All applicants must meet the education and/or experience requirements for this examination by the final filing date.

Qualifying experience may be combined on a proportionate basis if the requirements stated below include more than one pattern and are distinguished as "Either" I "or" II. For example, candidates possess qualifying experience amounting to 50% of the required time of Pattern I, and additional experience amounting to 50% of the required time of Pattern II, may be admitted to an examination as meeting 100% of the overall experience requirements.

Minimum Qualifications

EITHER I
One year of experience in the California state service performing analytical staff duties of a class with a level of responsibility not less than that of Associate Governmental Program Analyst. (Applicants who have completed six months of service performing the duties as specified above will be admitted to the examination, but they must satisfactorily complete one year of this experience before they can be eligible for appointment.)

OR II

EXPERIENCE: Three years of increasingly responsible management, personnel, fiscal, planning, program evaluation, or related analytical experience beyond the trainee level which shall have included the preparation of reports and the presentation of recommendations to management, at least one year of which must have been in a full journeyperson technical capacity. (Experience in the California state service applied toward this requirement must include one year performing the duties of a class with a level of responsibility not less than that of Associate Governmental Program Analyst.) (In appraising experience more weight will be given to the breadth of pertinent experience and the evidence of the candidate's ability to accept and fulfill increasing responsibilities than to the length of the experience.) and

EDUCATION: Equivalent to graduation from college. (Additional qualifying experience may be substituted for the required education on a year-for-year basis.)

SPECIAL PERSONAL REQUIREMENTS

Demonstrated ability to act independently, open-mindedness, flexibility, and tact.

EXAMINATION INFORMATION

This examination will consist of a Promotional Readiness Evaluation Process weighted 100%. In order to obtain a position on the eligible list, a minimum rating of 70% must be attained.

Promotional Readiness Report (PRR) - Candidates will be required to complete a self-assessment of recent experience and achievements relative to the SCOPE outlined on this bulletin which demonstrates their promotional readiness. Management input will be obtained through the completion of the PRR. Each candidate will have the opportunity to review and discuss his/her PRR with the report completer.

**EXAMINATION
INFORMATION
(Continued)**

Oral Interview – Candidates will be required to appear before a Qualifications Appraisal Panel (QAP) for an oral interview which may consist of a written exercise and/or job-related questions relative to the SCOPE outlined on this bulletin.

The QAP will assign each candidate a final competitive score based on the candidate's responses and management's input in the PRR, the candidate's response to the structured exercise, and the candidate's response to the patterned questions using a pre-determined scoring criteria.

CANDIDATES WHO DO NOT COMPLETE AND RETURN THE PROMOTIONAL READINESS REPORT BY THE SPECIFIED DUE DATE AND/OR DO NOT APPEAR FOR THE ORAL INTERVIEW WILL BE DISQUALIFIED FROM THE EXAMINATION PROCESS.

SCOPE OF EXAMINATION**A. KNOWLEDGE OF:**

1. Staff functions such as fiscal; personnel; program policy development, analysis and evaluation, and business operations.
2. ETP's business goals, vision, organizational structure, culture, philosophy, operating principles and values.
3. Federal, State and local governmental functions and organization including control agencies and legislative processes.
4. Current leadership principles, practices and trends.
5. Information technology systems and their application to a staff setting.
6. Principles and practices of personnel management and employer/employee relations.
7. The State's Equal Employment Opportunity (EEO) program objectives, a leader's role in the EEO program and the processes available to meet EEO objectives.

B. ABILITY TO:

1. Use appropriate data and analytical methods to make recommendations and decisions.
2. Work effectively and cooperatively with peers and internal and external partners.
3. Function effectively on a team as leader, member, and/or facilitator.
4. Manage multiple projects and priorities.
5. Contribute to and implement strategic, tactical, and operational plans.
6. Practice quality management and continuous process improvement with an emphasis on customer service/satisfaction and accountability.
7. Clearly communicate vision, values, goals and expectations, and encourage initiative among staff.
8. Build staff capacity through effective coaching, modeling adaptation to change, and mentoring.
9. Communicate effectively.
10. Fulfill management responsibilities under the Ralph C. Dills Act (State Employer/Employee Relations).

**INQUIRIES ABOUT
THIS EXAMINATION**

All potential applicants are encouraged to read this entire bulletin. All inquiries about this examination should be directed to Lalane Lasala at (916) 654-9177. Please refer to page 4 of this bulletin for additional examination information. In addition, examination information can also be obtained on the internet at www.edd.ca.gov.

EDD also maintains a 24-hour recorded Automated Call Processing System. This system, which is updated weekly, provides information on upcoming final filing dates for EDD's open and promotional examinations. To access this system from a touch-tone telephone, call (916) 654-6869.

GENERAL INFORMATION

THE EMPLOYMENT DEVELOPMENT DEPARTMENT on behalf of the ETP reserves the right to revise the examination plan to better meet the needs of the service if the circumstances change under which this examination was planned. Such revision will be in accordance with civil service laws and rules and all candidates will be notified.

IT IS THE CANDIDATE'S RESPONSIBILITY to contact the Employment Development Department, Human Resource Services Division, (916) 654-6869, three weeks after filing his/her application if he/she has not received a Receipt of Application notice.

EXAMINATION APPLICATIONS (STD 678) are available at local offices of the Employment Development Department, at the State Personnel Board, and on the Internet at www.spb.ca.gov.

If you meet the requirements stated on this bulletin you may take this examination, which is competitive. Possession of the entrance requirement(s) does not ensure a place on the eligible list. Your performance in the examination described on this bulletin will be compared with the performance of the other candidates who take this test, and all candidates who pass will be ranked according to their scores.

EXAMINATION LOCATIONS: When a written test is part of the examination, it will be given in such places as the number of candidates and conditions warrant. When oral interviews are part of the examination, ordinarily, such interviews are scheduled in the following areas: Sacramento, San Francisco, and Los Angeles. However, locations of interviews may be limited or extended as conditions warrant.

IF A CANDIDATE'S NOTICE of oral interview fails to reach him/her prior to the day of the interview due to a verified postal error, he/she will be rescheduled upon written request.

INTERVIEW SCOPE: If an interview is conducted, in addition to the SCOPE described on this bulletin, the Qualification Appraisals Panel may consider education, experience, personal development, personal traits, and fitness. In appraising experience, more weight will be given to the breadth and recency of pertinent experience and evidence of the candidate's ability to accept and fulfill increasing responsibilities than to the length of his/her experience. Evaluation of a candidate's personal development will include consideration of his/her recognition of his/her own training needs, his/her plans for self-development, and the progress he/she has made in his/her efforts toward self-development.

ELIGIBLE LISTS: Eligible lists established by competitive examination, regardless of date, must be used in the following order: 1) subdivisional promotional, 2) departmental promotional, 3) multi-departmental promotional, 4) servicewide promotional, 5) departmental open, 6) open eligible list. When there are two lists of the same kind, the older must be used first. Eligible lists will expire in from one to four years unless otherwise stated on this bulletin. In the case of continuous testing examinations, names are merged into the appropriate eligible lists in order of final test scores regardless of the date of the test and the resulting eligible lists will be used only to fill vacancies in the area shown on the bulletin.

PROMOTIONAL EXAMINATIONS ONLY: Veterans Preference Points are not granted in promotional examinations. Competition is limited to employees who have a permanent civil service appointment. Under certain circumstances other employees may be allowed to compete under provisions of Rules 234, 235, and 235.2. State Personnel Board Rules 233, 234, 235, 235.2, and 237 contain provisions regarding civil service status and eligibility for promotional examination. These rules may be reviewed at the EDD's Human Resource Services Division, at the State Personnel Board, and on the Internet at www.spb.ca.gov.

HIGH SCHOOL EQUIVALENCE: Equivalence to completion of the 12th grade may be demonstrated in any one of the following ways: 1) passing the General Educational Development (GED) test; 2) completion of 12 semester units of college-level work; 3) certification from the State Department of Education, a local school board, or high school authorities that the candidate is considered to have education equivalent to graduation from high school; or 4) for clerical and accounting classes, substitution of business college work in place of high school on a year-for-year basis.

EMPLOYMENT DEVELOPMENT DEPARTMENT
Human Resource Services Division, MIC 54
P.O. Box 826880
Sacramento, CA 94280-0001
Telephone/Exam Hotline: (916) 654-6869
Web site: www.edd.ca.gov

California Relay Service for Hearing Impaired:
From TDD Phone: (800) 735-2929
From Voice Phone: (800) 735-2922